

PAYMENT TERMINAL USER GUIDE

ICT220



**Customer support: 6711 444
(24/7)**

**Payment terminals department: 6711 411
(on business days 9:00-17:00)**

Email: posgrupp@estcard.ee

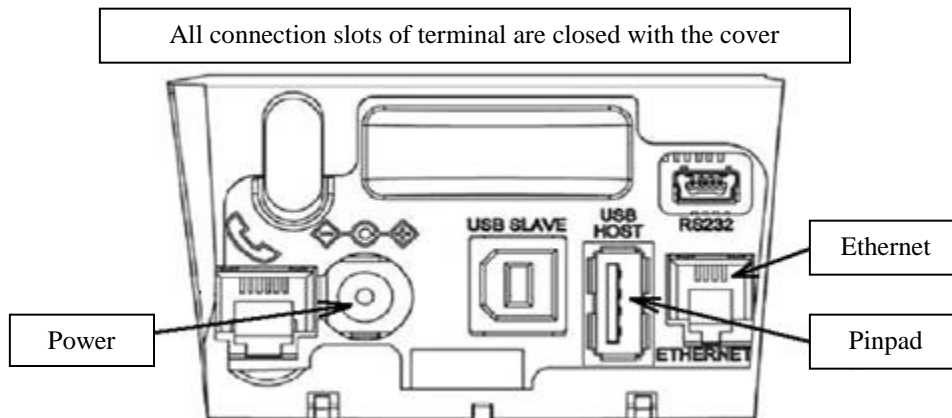
Nets Estonia AS
Tartu mnt 63, 10115 Tallinn

CONTENTS

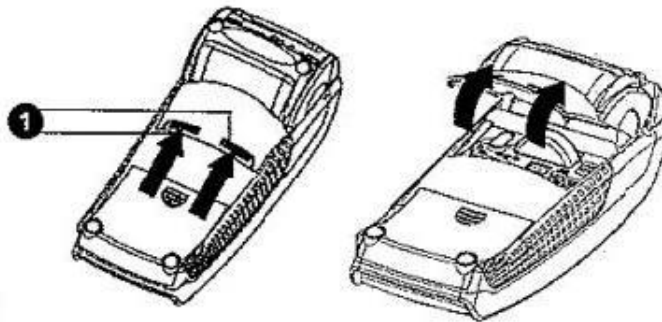
1. PREPARATION OF A NEW PAYMENT TERMINAL FOR OPERATION	3
2. SALES TRANSACTION WITH A CHIP CARD	4
2.1 SALES TRANSACTION.....	4
2.2 VERBAL AUTHORIZATION	5
2.3 REVERSAL	6
3. SALES TRANSACTION WITH A CONTACTLESS CARD	8
3.1 SALES TRANSACTION.....	8
3.2 VERBAL AUTHORIZATION	10
3.3 REVERSAL	10
4. SALES TRANSACTION WITH A MAGSTRIPE CARD	12
4.1 SALES TRANSACTION.....	12
4.2 VERBAL AUTHORIZATION	13
4.3 REVERSAL IN CASE OF MAGSTRIPE CARDS.....	13
5. REPEATED PRINTOUT	14
6. REPORTS.....	15
7. CLOSING THE DAY	15
7.1 AUTOMATIC SENDING OF TRANSACTIONS.....	15
7.2 SENDING TRANSACTIONS MANUALLY.....	16
8. REPLACEMENT OF THE PAPER ROLL	16

1. PREPARATION OF A NEW PAYMENT TERMINAL FOR OPERATION

- Take the terminal and the pinpad out of the packaging.
- **Your new payment terminal is already prepared for operation. There is no need to change any data in the terminal or upload any new software.**
- Where LAN connection is used, connect the computer network cable to ETHERNET slot.
- Connect the power source connector to the terminal. Connect the power source jack to the electricity network.
- Close the cover for terminal connection slots.



Cover removal




Press on the buttons on the sides of the cover (see, figure 1) and pull the cover upwards.

Restart

To perform restart simultaneously press on the YELLOW and POINT buttons.

2. SALES TRANSACTION WITH A CHIP CARD

2.1 SALES TRANSACTION

ACTION	PINPAD	TERMINAL
The terminal is in the standby mode.	TERE TULEMAST	TERE TULEMAST
Enter the sum of the transaction as a final sum. For instance, 319 (3.19 EUR) Then press the green key (ENTER).	PALUN OODAKE	SUMMA (EUR) 3.19
Ask the customer to insert the chip card in the reader of PIN PAD	Kasutage kaarti 3.19 EUR 	KAARDITEHING 3.19 Kasutage kaarti
Where the pinpad prompts to select the language, the card owner shall use F2 and F3 keys to select the suitable language and then press the green key (ENTER) to confirm.	VALI KEEL English Estonian Russian Latvian	PALUN OODAKE
Where the card has several functions, they will be shown on the pinpad's screen. The card owner shall use F2 and F3 keys to select the suitable function and then press the green key (ENTER) to confirm. Where the card has only one function, no choice is presented on the screen.	VALI AID VISA CREDIT VISA DEBIT	PALUN OODAKE
Where the terminal asks for the PIN code the customer shall enter the PIN code using the PINPAD keys. <ul style="list-style-type: none"> Where the code was entered incorrectly, the yellow button may be used to delete the numbers and the PIN code then may be entered once again. Where the terminal does not ask for the PIN code, no respective message appears on the screen. 	SISESTA PIN 3.19 EUR -	PALUN OODAKE PIN-i SISESTAMINE

The terminal shall perform automatic control and the following information will appear on the screen:

Where the PIN code was entered correctly, the terminal connects to the control center and performs automatic control.	Pin korras ÜHENDUS PALUN OODAKE	Pin korras ÜHENDUS PALUN OODAKE
The terminal receives response from the control center.		Autoriseerimine OOTAN VASTUST...
Remove the card from the reader.	Tehing sooritatud, VÕTA KAART	Tehing sooritatud, VÕTA KAART
At the end of the transaction the terminal asks confirmation for printing of the receipt. When the red button is pressed the buyer's receipt is not printed.	Palun oodake	Võta kviitung ja Vajuta klahvi

Seller's receipt

KAARDIMAKSE KVIITUNG
 Terminal

FIRMA NIMI
 AADDRESS
 Terminal: HPC11111 Reg: 12345673 Kassa: 101
 Maksekaart

VISA
 AID: A0000000012345
 PAN: *****0017
 CID: 40 TC:95D248A23412E422
 TVR: 0000000000 TSI:0000 CVMR:000000

Tehing

Kviitung:123456 Aeg:12.09.2011 13:28:04
 Autoris.nr.: 123223

SUMMA:
3.19 EUR

TEHING TEOSTATUD
 PIN KONTROLLITUD

.....
 PASS () JUHIL () ID () ()
 NR:

Buyer's receipt

Tere tulemast!
KAARDIMAKSE KVIITUNG
 Terminal

FIRMA NIMI
 AADDRESS
 Terminal: HPC11111 Reg: 12345673 Kassa: 101
 Maksekaart

VISA
 AID: A0000000012345
 PAN: *****0017
 CID: 40 TC:95D248A23412E422
 TVR: 0000000000 TSI:0000 CVMR:000000

Tehing

Kviitung:123456 Aeg:12.09.2011 13:28:04
 Autoris.nr.: 123223

SUMMA:
3.19 EUR

TEHING TEOSTATUD
 PIN KONTROLLITUD
 Säilita kviitung väljavõtte
 kontrolliks
 Kohtumiseni!

Notes:

THE FIRST RECEIPT IS FOR THE SELLER AND THE SECOND ONE IS FOR THE BUYER

- The transaction can be interrupted by pressing the RED button.
- In case of an error in entering the sum, corrections can be made using the YELLOW button.
- After the terminal controls the PIN code the text "PIN KONTROLLITUD" is printed on the receipt.
- Where the receipt has no place for signature and the document number, the seller shall not ask for a signature and the document number of the card owner.

Where for some reason authorization of the payment terminal fails, the error message is printed out along with the error code and explanation.

2.2 VERBAL AUTHORIZATION

Where for any reason authorization of the transaction fails (the terminal is unable to establish connection with the bank or receive the respective answer from the bank) the terminal may ask the seller "**Helistad pank?**"

If the seller selects "Jah" (presses the green button) the terminal prints out the necessary transaction details that should be provided to the customer service by calling Nets Estonia AS at 6 711 444.	<div style="text-align: center; border-bottom: 1px solid black; margin-bottom: 10px;"> Referral </div> <div style="text-align: center;"> Helistad pank? Ei Jah </div>
The customer service employee registers the transaction manually and responds with the authorization code that is to be entered into the terminal.	<div style="text-align: center;"> Autor. Kood 1234123412341234 - Kehtib: 1212 (kkaa) </div>

At the end of the transaction the terminal asks for confirmation for printing of the second receipt. When the red button is pressed the buyer's receipt is not printed.	Võta kviitung ja Vajuta klahvi
--	-----------------------------------

The transaction is complete.


Notes:

- The transaction can be interrupted by pressing the RED button.
- In case of an error in entering the sum and the card number, corrections can be made using the YELLOW button.
- In order to enter letters, press and hold the respective key until the required letter appears.

Example: Where it is necessary to type 00001N, simply type 00001 and then hold number 6 until the letter N appears on the screen.

2.3 REVERSAL

In order to reverse the transaction, do the following:

ACTION	PINPAD	TERMINAL
The terminal is in the standby mode. Press F1 key	TERE TULEMAST	TERE TULEMAST
From the menu select "Annulleerimine" (to navigate through the menu use ▼ ▲ keys or F2 and F3 keys) and then press the green key (ENTER) to confirm.	PALUN OODAKE	Tehingud 1-Saatmine 2-Annulleerimine 3-Kaarditehing 4-Käsitsitehing ⏴
Enter the number of the receipt that you wish to reverse and then press the green key (ENTER). Where the receipt number is not entered, the terminal shall reverse the last transaction.	PALUN OODAKE	Annulleerimine Anna kviitungi nr. -
The terminal shall request confirmation for the reversal. To continue press <JAH> or the green key (ENTER). To cancel press <EI> or the red key (CANCEL)	PALUN OODAKE	Annulleerida? PAN:*****0001 Summa: 3.19 EUR Ei Jah
The chip card must be inserted in the PINPAD reader.	Kasutage kaarti -3.19 EUR 	Annulleerimine -3.19 EUR Kasutage kaarti
Remove the card from the reader.	Õige kaart Võta kaart	Õige kaart Võta kaart

The terminal shall commence automatic control and the following information will be displayed:

The terminal dials the control center's number and performs the automatic control.	ÜHENDUS PALUN OODAKE
The terminal receives an answer from the control center.	OOTAN VASTUST...
At the end of the transaction the terminal asks for confirmation for printing of the second receipt. When the red button is pressed the buyer's receipt is not printed	Võta kviitung ja vajuta klahvi

The transaction is complete.

Seller's receipt

KAARDIMAKSE KVIITUNG

Terminal

FIRMA NIMI

AADDRESS

Terminal: HPC11111 Reg: 12345673 Kassa: 101

Maksekaart

VISA

AID: A0000000012345

PAN: *****0017

CID: 40 TC:95D248A23412E422

TVR: 0000000000 TSI:0000 CVMR:000000

TÜHISTUS

Kviitung:123456 Aeg:12.09.2011 13:28:04

Autoris.nr.: 123223

SUMMA: -3.19 EUR

Buyer's receipt

Tere tulemast!

KAARDIMAKSE KVIITUNG

Terminal

FIRMA NIMI

AADDRESS

Terminal: HPC11111 Reg: 12345673 Kassa: 101

Maksekaart

VISA

AID: A0000000012345

PAN: *****0017

CID: 40 TC:95D248A23412E422

TVR: 0000000000 TSI:0000 CVMR:000000

TÜHISTUS

Kviitung:123456 Aeg:12.09.2011 13:28:04

Autoris.nr.: 123223

SUMMA: -3.19 EUR


Säilita kviitung väljavõtte
kontrolliks
Kohtumiseni!

Notes:

- Only transactions in the terminal's memory can be reversed.
- Where the transaction has already been reversed or is not in the terminal's memory (e.g. already sent to the bank along with the transactions for the previous day), the terminal shall display the notification: **KVIITUNG PUUDUB**

3. SALES TRANSACTION WITH A CONTACTLESS CARD

3.1 SALES TRANSACTION

ACTION	PINPAD	TERMINAL
The terminal is in the standby mode.	TERE TULEMAST	TERE TULEMAST
Enter the sum of the transaction as a final sum. For instance, 319 (3.19 EUR) Then press the green key (ENTER).	PALUN OODAKE	SUMMA (EUR) Sisestage summa... 3.19
<ul style="list-style-type: none"> In case of a contactless card transaction the card shall be touched against the pinpad's screen 	Kasutage kaarti 3.19 EUR 	<u>Kaarditehing</u> 3.19 EUR Kasutage kaarti

The terminal shall perform automatic control and the following information will appear on the screen

The terminal connects to the control center and performs automatic control.	ÜHENDUS PALUN OODAKE	ÜHENDUS PALUN OODAKE
The terminal receives response from the control center.		Autoriseerimine OOTAN VASTUST...
The terminal receives the transaction confirmation from the control center.	Tehing sooritatud PALUN OODAKE	Tehing sooritatud
At the end of the transaction the terminal asks for confirmation for printing of the second receipt. When the red button is pressed the buyer's receipt is not printed.		Võta kviitung ja Vajuta klahvi

The transaction is complete.

Notes:

Terminal can ask to use the card's chip. (For instance, where the sum exceeds the contactless transaction's limit).	<u>Info</u> Kasutage kiipi	<u>Info</u> Kasutage kiipi
Insert the chip card in the reader and perform the payment just as you would in case of an ordinary chip card transaction.	<u>Kaarditehing</u> 11.00 EUR Kasutage kaarti	<u>Kaarditehing</u> 11.00 EUR Kasutage kaarti

Seller's receipt

KAARDIMAKSE KVIITUNG
Terminal

FIRMA NIMI
ADDRESS
Reg: 12345673 Kassa: 101
Terminal: ICT11111

Maksekaart
'Mastercard' Contactless

MasterCard
AL: MASTERCARD
AID: A0000000012345
PAN: *****0017

TEHING

Kviitung:123456 Aeg:12.09.2011 13:28:04
Autoris.nr.: 123223 T1

SUMMA: 3.19 EUR

TEHING TEOSTATUD

Buyer's receipt

Tere tulemast!
KAARDIMAKSE KVIITUNG
Terminal

FIRMA NIMI
ADDRESS
Reg: 12345673 Kassa: 101
Terminal: ICT11111

Maksekaart
'Mastercard' Contactless

MasterCard
AL: MASTERCARD
AID: A0000000012345
PAN: *****0017

TEHING

Kviitung:123456 Aeg:12.09.2011 13:28:04
Autoris.nr.: 123223 T1

SUMMA: 3.19 EUR

TEHING TEOSTATUD
Säilita kviitung väljavõtte kontrolliks
Kohtumiseni!

Notes:

THE FIRST RECEIPT IS FOR THE SELLER AND THE SECOND ONE IS FOR THE BUYER

- The transaction can be interrupted by pressing the RED button.
- In case of an error in entering the sum, corrections can be made using the YELLOW button.
- Where the receipt has no place for signature and the document number, the seller shall not ask for a signature and the document number of the card owner.

ACTION	PINPAD	TERMINAL
Where the terminal prints a place for signature on the receipt, the seller shall ask for a signature and the document number of the card owner. After that the terminal asks to control correctness of the signature (its correspondence to the signature on the document).	Palun allkirjastage kviitung	Allkiri nõutud Võtke kviitung ja vajutage klahvi
If the signature is correct, press JAH . It completes the transaction. If the signature is incorrect, press EI . Terminal cancels the transaction and prints out an error notification.	Palun allkirjastage kviitung	Kas allkiri on õige? EI JAH

Where for some reason authorization of the payment terminal fails, the error message is printed out along with the error code and explanation.

VEATEADE

Terminal

FIRMA NIMI
 AADDRESS
 Reg: 12345673 Kassa: 101
 Terminal: ICT11111

Maksekaart

'Mastercard' Contactless

MasterCard
 AL: MASTERCARD
 AID: A00000000012345
 PAN: *****0017

Kviitung:123456 Aeg:12.09.2011 13:28:04
 Pank: 121- Summa ületab limiiti
 Tagasta kaart

TEHINGUT EI TOIMUNUD

3.2 VERBAL AUTHORIZATION

Verbal authorization is performed exactly as described for chip cards, see section 2.2.

3.3 REVERSAL

In order to reverse the transaction, do the following:

ACTION	PINPAD	TERMINAL
The terminal is in the standby mode. Press F1 key	TERE TULEMAST	TERE TULEMAST
From the menu select "Annulleerimine" (to navigate through the menu use ▼ ▲ keys or F2 and F3 keys) and then press the green key (ENTER) to confirm.	PALUN OODAKE	Tehingud 1-Saatmine 2-Annulleerimine 3-Kaarditehing 4-Käsitsitehing
Enter the number of the receipt that you wish to reverse and then press the green key (ENTER). Where the receipt number is not entered, the terminal shall reverse the last transaction.	PALUN OODAKE	Annulleerimine Anna kviitungi nr. -
The terminal shall request confirmation for the reversal. To continue press <JAH> or the green key (ENTER). To cancel press <EI> or the red key (CANCEL).	PALUN OODAKE	Annulleerida? PAN:*****0001 3.19 EUR Tehing Nr.112233 Ei Jah

In case of contactless transaction, the terminal does not require the card for reversal!

The terminal shall commence automatic control and the following information will be displayed:

The terminal dials the control center's number and performs the automatic control.		ÜHENDUS PALUN OODAKE
The terminal receives an answer from the control center.		OOTAN VASTUST...
At the end of the transaction the terminal asks for confirmation for printing of the second receipt. When the red button is pressed the buyer's receipt is not printed.	Ootan vastust... Palun oodake	Võta kviitung ja vajuta klahvi

The transaction is complete.

Notes:

- Only transactions in the terminal's memory can be reversed.
- Where the transaction has already been reversed or is not in the terminal's memory (e.g. already sent to the bank along with the transactions for the previous day), the terminal shall display the notification: **KVIITUNG PUUDUB**

Seller's receipt

KAARDIMAKSE KVIITUNG
 Terminal

FIRMA NIMI
 ADDRESS
 Reg: 12345673 Kassa: 101
 Terminal: ICT11111

Maksekaart
 'Mastercard' Contactless

MasterCard
 AL: MASTERCARD
 AID: A0000000012345
 PAN: *****0017

TÜHISTUS

Kviitung:123456 Aeg:12.09.2011 13:28:04
 Autoris.nr.: 123223 T1

SUMMA:

-3.19 EUR

Buyer's receipt

Tere tulemast!
KAARDIMAKSE KVIITUNG
 Terminal

FIRMA NIMI
 ADDRESS
 Reg: 12345673 Kassa: 101
 Terminal: ICT11111

Maksekaart
 'Mastercard' Contactless

MasterCard
 AL: MASTERCARD
 AID: A0000000012345
 PAN: *****0017

TÜHISTUS

Kviitung:123456 Aeg:12.09.2011 13:28:04
 Autoris.nr.: 123223 T1


SUMMA:

-3.19 EUR

Säilita kviitung väljavõtte kontrolliks
 Kohtumiseni!

4. SALES TRANSACTION WITH A MAGSTRIPE CARD

4.1 SALES TRANSACTION

ACTION	SCREEN
The terminal is in the standby mode. Enter the sum of the transaction as a final sum, for instance 319 (3.19 EUR) and then press the green key (ENTER) to confirm. In order to correct the sum, press the yellow key. To cancel the transaction, press the red key.	TERE TULEMAST
Swipe the customer's card through the reader.	Kasutage kaarti 3.19 EUR 
	OODAKE PALUN
Enter the last four digits of the card's number. Press the green key (ENTER) to confirm. The terminal controls, whether the entered numbers correspond to the information on the magstripe.	Neli viimast numbrit: -

The terminal shall perform automatic control and the following information will appear on the screen:

The terminal dials the control center's number	ÜHENDUS PALUN OODAKE
The terminal has established connection with the control center and performs the automatic control.	Autoriseerimine OOTAN VASTUST...
The terminal receives an answer from the control center. The answer's code is shown on the screen.	Tehing Sooritatud
At the end of the transaction the terminal asks for confirmation for printing of the second receipt. When the red button is pressed the buyer's receipt is not printed.	Võta kviitung ja Vajuta klahvi

The transaction is complete.

Seller's receipt

KAARDIMAKSE KVIITUNG
Terminal
FIRMA NIMI
AADRESS
Terminal: HPC11111 Reg: 12345673 Kassa: 101
Maksekaart
VISA
PAN: *****0017
Tehing
Kviitung:123456 Aeg:12.09.2011 13:28:04
Autoris.nr.: 123223

SUMMA: 3.19 EUR
TEHING TEOSTATUD
Allkiri

.....
Id kaart() Juhiluba() Pass ()
Muu nr:

Card name
Card number

Number of the personal ID document, where the sum exceeds the control limit set for payment cards (filled in manually).

Buyer's receipt

Tere tulemast!
KAARDIMAKSE KVIITUNG
Terminal
FIRMA NIMI
AADRESS
Terminal: HPC11111 Reg: 12345673 Kassa: 101
Maksekaart
VISA
PAN: *****0017
Tehing
Kviitung:123456 Aeg:12.09.2011 13:28:04
Autoris.nr.: 123223

SUMMA: 3.19 EUR
TEHING TEOSTATUD
Säilita kviitung väljavõtte
kontrolliks
Kohtumiseni!

```

VEATEADE
Terminal
FIRMA NIMI
ADDRESS
Terminal: HPC111111 Reg: 12345673 Kassa: 101
Maksekaart
VISA
AID: A00000000012345
PAN: *****0017
CID: 40 TC:95D248A23412E422
TVR: 0000000000 TSI:0000 CVMR:000000
UPN: 000AA000 TT:00 AIP:0A00 ATC:0000

Kviitung:123456 Aeg:12.09.2011 13:28:04
Pank: 121- Summa ületab limiiti
Tagasta kaart
TEHINGUT EI TOIMUNUD

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Verbal authorization is performed exactly as described for chip cards, see section 2.2.

In order to reverse the transaction, do the following:

13

To cancel press < EI > or the red key (CANCEL).	viimast numbrit
	Ei Jah
The terminal confirms authenticity of the card.	Õige kaart

The terminal shall commence automatic control and the following information will be displayed:

The terminal dials the control center's number and performs the automatic control.	ÜHENDUS PALUN OODAKE
The terminal receives an answer from the control center.	OOTAN VASTUST
At the end of the transaction the terminal asks for confirmation for printing of the second receipt. When the red button is pressed the buyer's receipt is not printed.	Võta kviitung ja vajuta klahvi

The reversal is complete.

Seller's receipt

KAARDIMAKSE KVIITUNG	
Terminal	
FIRMA NIMI	
AADDRESS	
Terminal: HPC11111 Reg: 12345673 Kassa: 101	
Maksekaart	
VISA	
PAN: *****0017	
TÜHISTUS	
Kviitung:123456 Aeg:12.09.2011 13:28:04	
Autoris.nr.: 123223	
SUMMA:	-3.19 EUR

Buyer's receipt

Tere tulemast!	
KAARDIMAKSE KVIITUNG	
Terminal	
FIRMA NIMI	
AADDRESS	
Terminal: HPC11111 Reg: 12345673 Kassa: 101	
Maksekaart	
VISA	
PAN: *****0017	
TÜHISTUS	
Kviitung:123456 Aeg:12.09.2011 13:28:04	
Autoris.nr.: 123223	
SUMMA:	-3.19 EUR
Säilita kviitung väljavõtte kontrolliks Kohtumiseni!	

Notes:

- Only transactions in the terminal's memory can be reversed.
- Where the transaction has already been reversed or is not in the terminal's memory (e.g. already sent to the bank along with the transactions for the previous day), the terminal shall display the notification: **KVIITUNG PUUDUB**

5. REPEATED PRINTOUT

Where necessary the terminal can print a copy of the receipt.

ACTION	SCREEN
The terminal is in the standby mode. Press F1 key	TERE TULEMAST
From the menu select "Kviitungi koopia" (to navigate through the menu use ▼ ▲ keys or F2 and F3 keys) and then press the green key (ENTER) to confirm.	Tehingud 1-Saatmine 2-Annulleerimine 3-Kaarditehing 4-Käsitsitehing

Enter the number of receipt that you wish to reverse and then press the green key (ENTER). Where the receipt number is not entered, the terminal shall print out the last receipt. Where no receipt is found "KVIITUNG PUUDUB" message is displayed.	Kviitungi koopia Anna kviitungi Nr: -
Tear off the receipt and press any key.	Võta kviitung ja vajuta klahvi

Note:

- Repeated printout is only possible with regard to transactions performed on the same day.

6. REPORTS

ACTION	SCREEN
The terminal is in the standby mode. Press F1 key	TERE TULEMAST
From the menu select "Info" (to navigate through the menu use ▼ ▲ keys or F2 and F3 keys) and then press the green key (ENTER) to confirm.	Tehingud 1-Saatmine 2-Annulleerimine 3-Kaarditehing 4-Käsitsitehing
Select SAATMISKOON if you wish to receive a copy of the previous sending report Select HETKETEHINGUD if you wish to receive today's report, <u>without sending transactions</u> . Select VAATAN TEHINGUID if you wish to receive more information on a specific receipt.	Info 1-Saatmiskoond 2-HetketeHINGUD 3-Vaatan tehinguid

7. CLOSING THE DAY

7.1 AUTOMATIC SENDING OF TRANSACTIONS

Daily transactions can be sent to the bank either automatically or manually. Automatic sending is performed at the time programmed in the terminal. While automatic sending is in process no transaction can be performed!

At the end of the communication session the terminal shall issue the report that demonstrates the number of transactions and the total sum.

SAATMISKOOND		
Nr 1		
Saatomise aeg: 01.01.2011 01:00:00		
FIRMA NIMI		
AADRESS		
Terminal: HPC11111 Reg: 12345673 Kassa: 101		
Valuuta: EUR (978)		
Set	"VISA"	
Tehingud	1	3.19
Tühistamisi	1	-3.19
Kokku	2	0.00
<hr/>		
Tehingud	1	3.19
Tühistamisi	1	-3.19
Kokku	2	0.00
Received 1 pcs, 0.00 units		
Tehingute saatmine OK		

NB! IF THIS REPORT IS NOT PRINTED OUT, APPARENTLY THE TRANSACTIONS HAVE NOT REACHED THE BANK!

Automatic sending is not performed where

- No transactions were made after the last report has been sent
- Sending was not successful, since the terminal was not plugged into the power network or the communication line used by the terminal was not available.

Where automatic sending fails:

- SEND TRANSACTIONS MANUALLY

NB! Where automatic sending fails, contact customer service of Nets Estonia.

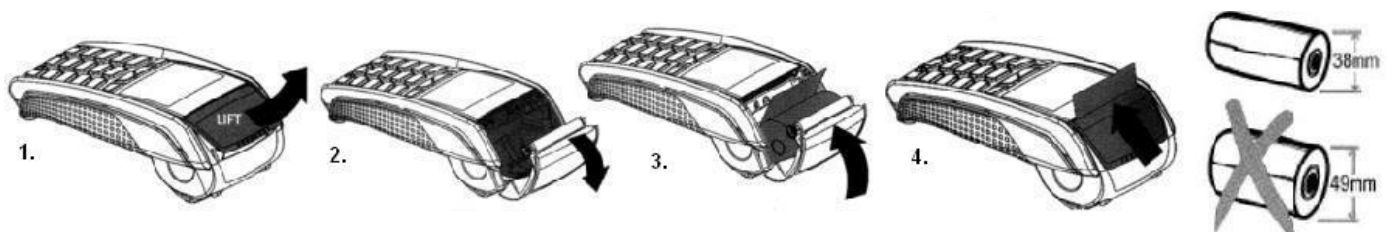
7.2 SENDING TRANSACTIONS MANUALLY

ACTION	SCREEN
The terminal is in the standby mode. Press F1 key	TERE TULEMAST
From the menu select "Saamine" and then press the green key (ENTER) to confirm.	Tehingud 1-Saamine 2-Annulleerimine 3-Kaarditehing 4-Käsitsitehing
If you wish to send transactions, press JAH or press the green key (ENTER).	Tehingud Saadan tehingud? Oled kindel? Ei Jah
The terminal shall dial the control center's number.	ÜHENDUS PALUN OODAKE
The terminal sends transactions	SAATMINE

At the end of the communication session the terminal shall issue the report that demonstrates the number of transactions and the total sum.

8. REPLACEMENT OF THE PAPER ROLL

If a red line appears on receipts, the paper roll shall be replaced. Use only special thermal paper for the terminal.



- 1.-2. Open the paper roll cover
3. Place a new roll in place
4. Close the cover, tear off any excess paper